

State Council on Workforce Services

March 10, 2005

9:00 a.m.

Attendees: Representative David Hogue, Don Uchida, Roger Halladay, Pam Russell, Harold Hess, Russ Thelin, Mark Raymond, Blaine Petersen, Jan Thompson, Julie Lay, Gary Wixom, Rick Little, Evan Maxfield, Shawn Potter, Rich Parks, Julie Anderson, John Nixon, Deb Dull, Chris Love, Daniel Frei, Richard Winters, Debra Van Leeuwen, Karen Silver, Stan Lockhart, Frank Maughan, Allan Ayoub, Jan Zogmaister, Mary Shumway, Juan Palaez-Gary, Judy Chambley, Darris Howe, Diane Lovell, DeEtte Morrison, Terry Hansen, Richard Thorn, Sheldon Elman, Gary Oliver, Terry Harris, Stacey Floyd, Kathy Link, Steve Cuthbert, Steve Maas, Tim Gwyther, Steve Goodrich, Helen Thatcher, Jon Pierpont, Tara Connolly, Suzette Hudson, Sarah Brenna, Mike Richardson, Pedro Alvalle, Kathy Hirst, John Ammon, Lynn Purdin, Darren Rogers, Bob Gilbert, Ken Walker, Tani Downing, James Whitaker, Stan Eckersley, Kevin Crandall, Connie Laws, Debbie Herr, Jane Broadhead, Melisa Stark, JoLyn LeFevre-Bevan, Kim Auberger, Paul Jackson, Mary Gehman-Smith, Melissa Brown, Melissa Finch, Susan McAllister, Tim Gwyther, Monteen Gordon

Welcome and Opening Business – Kevin Crandall

Kevin welcomed the group and previewed today's agenda. Moving this meeting up was necessary in order to accommodate the request by the Department of Labor to submit a new Workforce Investment Act (WIA) Strategic Plan by May. The plan must be out for a 30-day comment in April so having the regularly scheduled State Council meeting in April would be too late. Kevin continued that DWS has a new Administration. He introduced Executive Director Tani Downing, Deputy Directors Chris Love and John Nixon and the new State Council Director, Mike Richardson.

Kevin called for approval of the consent agenda. Mark Raymond motioned to approve the Consent Agenda (which includes the 13 January 2005 meeting minutes), Evan Maxfield seconded the motion and the motion carried.

Kevin presented a plaque to Mountainland Regional Chair Ken Walker, whose term is up. He introduced Deb Van Leeuwen, who is the new Mountainland Regional Chair. The Council recognized former State Council Members David Harmer and Raylene Ireland. Tani Downing thanked former State Council Director Monteen Gordon for her service with DWS, the State Council on Workforce Services and the Veteran's Program and presented her with a plaque. She also recognized former DWS Legislative Liaison & Customer Relations Director Michael Sullivan.

Action Items from January 13, 2005 Council meeting:

- College of Eastern Utah Grant Application – Written and sent;
- DWS History requests – New request form needs to be filled out – Cost is \$5.00 and a limit of two per person;
- Raylene Ireland will be sent a plaque in lieu of a thank you letter.

Executive Director's Report – Tani Downing

Tani reported the Department of Workforce Services has undergone reorganization. The administrative divisions of Finance, Administrative Services, Information Technology, Human Resources, Internal Audit and the function of Career Management Services (CMS) are being consolidated into a new division called Administrative Support. Greg Gardner will be the Director of this new division. Per the legislature, there will continue to be a Human Resources field director. During the 2005 Legislative session, two bills that will effect all state agencies passed. Those bills consolidated Information Technology functions at the state level as well as consolidated Human Resource Management at the state level. As of now, there are no real details to report on how these changes will effect our IT and HR staff. The effective date for both of these is July 1, 2006. Tani continued that Mike Richardson is over Inter-governmental Relations, Communication and Customer Service. James Whitaker is the Director of Operational Support which includes policy functions such as Service Delivery Support, Veterans and the Office of Child Care. The Marriage and Family Commission will become part of this Division so functions can be coordinated. The WDID Director has not been named and there are still vacancies in Adjudication and Internal Audit. All of these divisions will report to John Nixon. Regions and UI will report to Chris Love. Bill Starks has been promoted to UI Director.

Frank Maughan inquired about a Veterans contact. James Whitaker stated that Scott Steele will be handling Veteran's Affairs and Pedro Alvalle will continue to work with the Veterans.

Legislative Report – Mike Richardson

Mike Richardson complimented Michael Sullivan for his service with the Legislature. The following bills have an impact on our department and all State employees:

- HB213 – Unused Sick Leave at Retirement Bill - Passed
- HB69 – Federal Health Care Tax Credit (HCTC) Program – went from DWS to the Utah Insurance Department (UID).
- HB10 – State Unemployment Tax Act (SUTA) - amendment to unemployment tax – prevents employers from circumventing the unemployment experience rating systems to pay lower Unemployment Insurance (UI) taxes and passing higher costs to the other employers in the state
- HB23 – This bill provides for workers' compensation medical benefits for DWS customers in temporary training programs and protects employers who provide voluntary training.

John Nixon reported that DWS had a good year up at the legislature. He introduced DWS Fiscal and Legislative Analysts Stan Eckersley and Dan Frei. He thanked them for their help this year. DWS went in with the following General Fund Building Block increase requests:

- \$2.4 Mil in General Assistance (caseload growth)
- \$945,200 One-time Food Stamp (caseload growth)

- \$1,393,000 One-time Child Care Match

The first two passed but child care funding did not. Advocates got together and pushed through half of the child care funding request. Karen Silver asked about SB12 – Sunset law on DWS. We were reviewed this year and have been reauthorized.

Federal and State Workforce Plans – Kevin Crandall

Kevin reported that when the Department was created, it became a model throughout the country. There are still States that are struggling and with President Bush wanting to consolidate further, we need to integrate. Today's goal is to polish what is working well.

Where have we been?

Review original WIA Vision and Plan created by State Council in 1998 – Steve Cuthbert
Steve reviewed the original Plan created by the Department. Utah wanted to reduce the number of Employment Centers throughout the State, create self-help services for our customers, engage our underserved population and, in terms of partnerships, include our customers, especially high demand industries and increase our partnership with Economic Development.

Utah's Unique Workforce Services System – Steve Maas

Steve Maas reported on the unique system of Utah of very integrated services that is better for customers we serve. He stated that DWS staff have met with the Department of Labor (DOL), reviewed and approved our State Plans. As a State, we have to be reminded how unique and different we are in comparison to other states. Other States approach Utah wanting advice on how to create an integrated service delivery system. Other states are disjointed and not integrated. Utah has been capable of putting many services under one roof. Many think tanks around the country come to Utah to see how we do it. One of the reasons we are successful, is that we made the decision to be a Single Delivery Area under the Workforce Investment Act (WIA) and manage the system as a whole. Many of the required partners under WIA are within DWS. Because of the efficiency of an integrated system we provide more training opportunities than other states less integrated. Utah is beyond the scope of the directives of WIA. Today, we need to determine how we can continue to be the leader.

Where are we Now? – Connie Laws

Connie Laws reported that a group recently met with the Federal partners. The last plan was a five-year plan and this plan being developed will be a two-year plan. The DOL has asked Utah to focus on strong leadership within the State, to efficiently administer funds, to always think of the customer, greater integration and enhanced service delivery. Utah has been a leader in technology and allowing customers to utilize self-services. In the current plan, 30% of our youth funding must be spent on out of school youth. Under the plan being developed, 70% of our youth funding will need to be spent on out of school customers. Utilization of faith and community based services is a part of the DOL planning guidance and we have done a lot of work but need to do more. The DOL is encouraging more waivers and Utah is exploring options. Accountability including common measurements are being implemented by the DOL in July of this year.

Governor Huntsman's Goals – Tani Downing

Tani reviewed Governor Huntsman's four goals:

- Economic Development
- Education
- Transportation
- Environment

The Department's Four Goals – James Whitaker

James presented DWS' vision/mission and Code of Ethics. DWS' strategic goals include:

- Promote economic stability and self sufficiency for our customers
- Contribute to the development of a workforce that is prepared for the jobs of today and the future
- Provide a dynamic employment exchange system
- Support quality of work-life for all DWS employees

James reported the following accomplishments:

- The Service Delivery Operations Guide has been completed;
- In terms of partnerships, we have pushed transition to adult living;
- Ron Ahlstrom has lead the development of Skill Window;
- Careers.utah.gov has been developed with a dynamic employment exchange system, lead by Steve Maas;
- We improved our electronic employment exchange. In January, we hit 275,000 web referrals and hit a record high of web job orders. Our web services is the largest region of operation we have;
- We focused on benefits for our employees. The Career Management System (CMS) was developed so our employees can look forward in terms of their career.

Report Card – Rick Little

Rick presented a chart on the Wagner-Peyser Act and the WIA 1-B Performance Measures. Utah has an integrated plan with slightly different measures. Rick referred to the chart which shows entered employment rate and employment retention rate. He referred to the 17 measures on the Performance Measures Chart. He stated that the methodology to create these reports will change on July 1, 2005. A news instruction will be issued during the month of March. There is a strong motivation within the agency and the DOL to serve new customers. He presented a chart which shows the number of customers in training programs funded by a training source. Frank Maughan would like to see success stories of Veterans included.

Integration of the WIA/Wagner-Peyser and State Workforce Services Plans – Kevin Crandall

Kevin reported it is intentional and matches the spirit of the Department that we don't create several separate plans and then combine them. We do all this under one roof so we work under a single plan. The regions do their plans at the local levels in conjunction with the State plan. Today, we will develop a full plan that will fill our mission of the

WIA Wagner-Peyser Plan. This will fit in with President Bush's and Governor Huntsman's Plan.

Where are we Going? – Mike Richardson

Mike Richardson reported that we have heard about the foundation, the Governor's vision, what the Department of Labor is asking, Governor Huntsman's four goals, the tactical plans and have moved in the right direction. We have developed a model of service, heard that our report card shows we are doing very well and our outcomes are up. We have taken all this information and boiled it into four groups. This will allow everyone to look at the information and add expertise to it. We are the leader in technology, the one stop centers and partnering. This is not about DOL or our funding streams but how it impacts our customers. It is about the programs and the customers. Allan asked *what didn't work?* Mike replied the complexity of the model is hard on staff. James added we are focusing on the efficiencies of the system and the training funds for actual customers.

What do we Do? – Kevin Crandall

Kevin thanked the group for their participation in today's meeting. He explained the Plan won't be specific but the thoughts will be captured. The following are summaries of the two-year vision from the planning groups:

Partnering

- development and enhancement into other service providers, (education, voc rehab, faith and community based;
- industry partners (industry boards and orgs, mining, manufacturing, Chambers of Commerce, state and local economic development groups);
- partnerships to develop the workforce (resources to help develop soft skills and address out of school youth).

Supply Side

- job improvement for incumbent workers, better tie with education, improve access for distinctive populations, marketing, services to job seekers, and a bridge between education and employment demands;
- critical needs – development of job skills, apprenticeships, improved pathway for training services.

Demand Side

- tying to the supply side, educate on skills needed, strong relationship with EC development, co-location possibilities, defined EC development for our customers, defined success, market our services better, timely responses to business, private time and government time is different, staff need to be master networkers, tap into executive round tables, cross businesses, qualified applicants, computer literacy, certification;

- small business and employment needs – labor market information, incumbent workers, youth internships.

Distinctive Populations

- General - improve outreach, better data, track the impact of these populations to measures of success, tailor our services, capture the success stories, recognition that barriers can be broken down, improve accessibility to services, identify natural leaders;
- Specific - rapid response services to vets, engage youth who are already employed, engage Hispanic population in ESL training, continue current effort with Voc Rehab, match jobs with older workers.

Conditional Approval of the WIA/Wagner-Peyser and Workforce Services Plan

The above information will be included in the strategic plan of the Department. The plan will be pulled together and distributed internally within the Department for comment by the first of April, out for public comment by the end of April and sent to the Department of Labor by 31 May 2005. We need approval by the end of June.

Frank Maughan motioned that the draft plan be made available to State Council members as soon as possible and a request therein be made that comments and provisional votes be accepted by 15 April 2005. This will allow the Council the capability to review and vote without reassembling.

Monteen Gordon explained that once the plan is written, it will be sent out for public comment. After these have been received and responded to, the plan will go out to the State Council members as a final plan for approval. Frank Maughan withdrew his original motion. He moved that the Council give conditional approval to the process we did today. Allan Ayoub seconded the motion and the motion carried.

A request was made to see the Guidance TEGl for this Plan. If anyone wants to see the TEGls, email Mike Richardson and he will distribute.

Monteen added that the reauthorization is close to taking place. Any additional items requested in the future will be handled on an individual basis.

Operationalizing the vision and plan through the Regional Councils – James Whitaker

James would like each region to pick two or three items and execute them at the regional level. In the future, he would like the regions to report back to the Council.

Allan Ayoub motioned to adjourn the meeting, Mark Raymond seconded the motion and the motion carried. The meeting adjourned at 12:30 p.m.